

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Duty Manager

Job Ref: REQ250867

General Details	
Job Title:	Duty Manager
Professional Service:	Retail – Catering, Domestic & Residential Services
Location	Loughborough University
Tenure:	Open Ended
Hours/FTE	Full Time – 37 hours x 52 weeks
Grade/Salary	Operational Services Grade 4 - £26,527 to £28,778 per annum
Holiday	36 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 24.8%
Starting date:	ASAP

Job Purpose
<p>To assist the Senior Duty Manager with the effective management of all food and beverage areas. Portray a professional appearance and operate to excellent standards including providing a quality customer service.</p>

Management & Supervision	
Reporting to:	Senior Duty Manager

Responsibilities
<p>Operational</p> <ul style="list-style-type: none"> Assist senior managers with catering operation within your given area Undertake routine tasks with managerial duties Work independently. Managing workload, assisting in ensuring that all works are completed and targets met Assist in setting work schedules for team, monitoring and changing priorities as necessary Action / resolve customer and staff queries and complaints, following escalation process as required Assist in ensuring that standard operating procedures (SOPs) are in place and adhered to eg. food safety paperwork & TMS. Ensure staff are trained to follow them. Responsible for suggesting improvements to SOPs Assist in ensuring the team are working to the correct standards, ensuring all remedial actions have been recorded and acted on accordingly Assist the management of stock levels, budget spend & supplier relationship in consultation with line manager Manage the correct storage and allocation of keys, and adopt an effective procedure for safeguarding items and premises, reporting any suspicious circumstances Role requirement to carry out routine checks & audits and report & action any issues as necessary Assist in ensuring all relevant information is distributed to keep staff up to date and informed using agreed channels including team meetings Responsibility to ensure that all maintenance issues are inputted on to the University on-line system, progress tracked and completed, escalating as necessary Assist in managing the planning, organising and running of events Assist in planning rotas within given staffing establishment Deputise management duties as and when necessary

- Oversee and manage the day to day operations
- Provide support and assistance to line manager as required
- Provide visible leadership and engagement with team
- Keep up to date with current trends and developments within the industry

General Administration

- Admin tasks as necessary to role. Monitoring and supporting team with routine admin tasks
- Ensure self and team are providing excellent customer service at all times. Receive collated customer feedback. Suggest and implement potential changes where appropriate, feeding back to the staff for engagement.
- Promote and maintain university brand standards
- Assist in investigating complaints, following set university procedures
- Maintaining working relationships with stakeholders

Health & Safety, and Compliance

- Understand and comply with the Assured Safe Catering Policy and Allergen Awareness legislation
- Understand and implement Health and Safety policies and requirements for yourself and others, commensurate with your level of responsibility within the department to enable you to discharge your duties and responsibilities safely and ensure the team are also compliant
- Follow correct working practices when using equipment and materials. Responsible for teams compliance
- Understand and follow risk assessments, participate in the creation of the risk assessments. Responsible for teams compliance
- Manage and monitor the reporting of maintenance, accidents, and near misses. Ensuring they are rectified or escalating as necessary
- Assist in managing the completion of all compliance & Health & Safety training. Ensuring staff are all adhering to training given
- Undertake regular audits and quality checks of service provided

Finance & IT

- Assist with the management of budget controls within team / area
- Ensure staff are following university financial procedures and report to line manager if not
- Assist the manager in carrying out ways of minimising costs and maximise efficiency
- Understand and generate financial reports as required eg profit / loss and labour costs, pre and post event P&L sheets
- Confident in using in-house computer systems and relevant software
- Assist in management of TMS and weekly tasks
- Raise requisitions to request required purchase orders

HR & Training Responsibilities

- Undertake all essential / mandatory training as relevant to role and ensure team complete also
- Monitor & manage sickness, absence. Liaising with HR where necessary
- Assist with investigating and holding staff disciplinary procedures
- Completion of team's PDR reviews
- Assist on staff recruitment process

Miscellaneous

- Be flexible in relation to location and hours / days of work
- Requirement to drive company vehicles
- Be prepared to undertake any other duties in line with the level and scope of the job role.
- Promote student / staff participation in university initiatives and processes.
- To meet the business sustainability and recycling objectives.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equity, Diversity and Inclusion Policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Organisational Responsibility

The role holder will report directly to the Senior Duty Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria		
Area	Criteria	Stage
Experience	Managerial experience in a catering / retail operation	1, 3
	Front of house customer experience	1, 3
	Responsibility for food and safety compliance in line with business policies and procedures	1, 3
	Management of staff to include performance reviews, training and recruitment	1, 3
	Experience of budget management	1, 3
Skills and abilities	Ability to communicate effectively and professionally with people at all levels	1, 3
	Ability to carry out basic administrative duties such as preparation of rosters, checking off staff hours & using a time management software system	1, 3
	Ability to carry out duties in line with H&S requirements such as fire alarm testing, recording accidents, to ensure current legislation is complied with	1, 3
	Ability to work as part of a team and to collaborate and delegate when necessary	1, 3
	Excellent customer service skills	1, 2, 3
Training	Ability to develop staff	1, 3
	Ability to train staff to establish safe working practices throughout the team	1, 3
	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	1, 3
Qualifications	Educated to GCSE level grade C or above in English and Maths	1, 3
	CIEH Food Safety Level 2	1, 3
	Full UK manual driving licence	1, 3
Other	Commitment to observing the University's Equity, Diversity and Inclusion policy at all times	1, 3
	Expected to wear Organisation Corporate wear whilst on duty	3
	Flexibility in working hours and location is required, may be required to work at weekends (5 over 7)	3
	Willingness to undertake any duties as reasonably requested by management	1, 3

Desirable Criteria		
Area	Criteria	Stage
Experience	Experience of planning and organising events	1, 3
	Experience of financial procedures within a catering environment	1, 3
Skills and abilities	Willing to work to a proficient level in regards to Microsoft packages and other software.	1, 3
Qualifications	CIEH Food Safety Level 3 / 4	1, 3
	CIEH Health and Safety Level 2	1, 3
	HND / HNC Catering, hospitality or equivalent	1, 3